

Press Release

February 25, 2016

Office of the Mayor
City of Middletown
Connecticut 06457



911 Phone System Down in the City of Middletown February 25, 2016

Middletown, CT, – Message from Mayor Daniel T. Drew

I'm writing with an update on the status of our 911 system.

We have determined that the problem was caused by the failure of a state-maintained router, the purpose of which is to connect our system to the wider 911 fiber-optic infrastructure.

A new router is currently being re-programmed in Hartford by the Connecticut Department of Public Safety's Division of Statewide Emergency Telecommunications. It will be delivered here this afternoon and installed in our dispatch center by state and utility officials.

Our dispatch staff is working closely with state officials and AT&T staff and we expect to have our system operational later today.

In the meantime, all Middletown and Portland 911 calls are being answered by Middletown dispatchers working out of Cromwell's dispatch center.

Additional information is available at the City of Middletown's homepage at www.middletownct.gov.

Thank you and have a wonderful day.

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